



Office of Secretary of the State
State of Connecticut
P.O. Box 150470, Hartford, CT 06115-0470

Susan Bysiewicz
Secretary of the State

Lesley D. Mara
Deputy Secretary of the State

June 4, 2007

Dear Colleagues:

I am writing to inform you of a number of changes we are making in our business operations to improve customer service and to continue our efforts to make it easier to do business in the State of Connecticut through our office.

First, as many of you know, Harland Henry is Manager of the Small and Minority-Owned Business Unit in our office. Through Harland's diligent efforts, we have built a significant network of small and minority-owned businesses over the past several years, and we have played a major role as a catalyst for their success and growth. We are working very hard to enhance our efforts to promote the development of small business in our state and to nurture and grow those businesses once they are established. We will continue to host events like the CT Showcase and to develop closer ties and opportunities between this unit and our Commercial Recording Division.

As of May 29, 2007, we have renovated our customer service area at 30 Trinity Street. The most significant change is that our Financial Unit is now located in the customer service area, rather than on the third floor. This means that business customers now have a one-stop shop for conducting business with our office and no longer need to go upstairs for financial transactions. The customer service area also includes more private work stations, a computer terminal with internet access and other amenities helpful to those visiting our office. We have already received much positive feedback on this new customer service area.

We know that automation is critical to customer satisfaction. We have made a number of improvements to enable customers to do business online. Before the end of the year, customers will be able to do UCC filings online, as well as annual reports. In an effort to ramp up our efforts, Diane Steir will be leaving her post as Manager of the Commercial Recording Division and will devote herself full-time to this effort. We thank her for all of her hard work, and we know that her knowledge of our agency and the business will be an invaluable asset in her new position.

We will begin recruiting immediately for an attorney to head up the Commercial Recording Division. Lesley Mara will be heading up that search, and will be working with you to ensure a smooth transition.

Sincerely,

Susan Bysiewicz
Secretary of the State of Connecticut